CHIMNEYFREE™
ELECTRIC FIREPLACES AND STOVES
A Twin-Star International Brand

MODEL/ MODÈLE/ MODELO:
10QF9239BLK

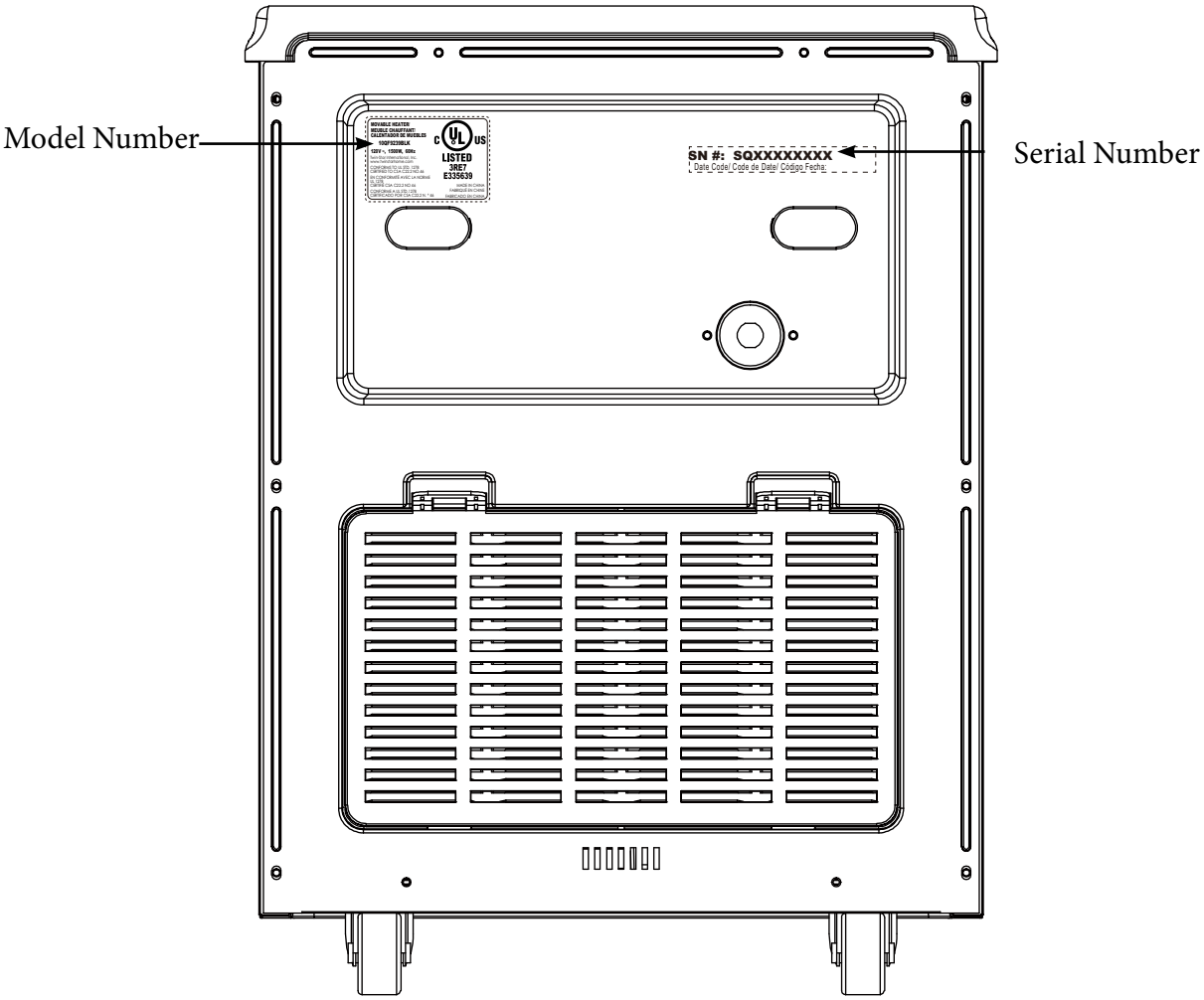
www.tsicustomerservice.com

TWIN-STAR® INTERNATIONAL HOME FURNISHINGS

Twin-Star International, Inc; Delray Beach, FL 33445
Made in China • Printed in China • Fabricado en China • Impreso en China • Fabriqué en China • Imprimé en Chine

GETTING STARTED

1. The serial number is located on the back of the heater, the serial number is necessary for product warranty registration and customer service.



2 . Go to www.tsicustomerservice.com for product warranty registration. For registration use the **MODEL NUMBER: 10QF9239BLK.** If you are unable to complete registration save your proof of purchase for warranty purposes.

PRODUCT SPECIFICATIONS

VOLTAGE	120VAC, 60 Hz
AMPS	12.5 Amps
WATTS	1500 Watts

IMPORTANT INSTRUCTIONS

When using electrical appliances, basic precautions should always be followed to reduce the risk of fire, electrical shock, and injury to persons including the following:

1. Read all instructions before using this appliance.

2. This appliance is hot when in use. To avoid burns, do not let bare skin touch hot surfaces. If provided, use handles when moving this appliance. Keep combustible materials, such as furniture, pillows, bedding, papers, clothes and curtains at least 3 feet (0.9 m) from the front of this appliance and keep away from the sides and the rear.
   WARNING: In order to avoid overheating, do not cover the heater.

3. CAUTION: Never leave the heater operating unattended. Extreme caution is necessary if unsupervised children or invalids are nearby.

4. The appliance is not to be used by children or persons with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction.

5. Always unplug this appliance when not in use.

6. Do not operate any heater with a damaged cord or plug or after the appliance malfunctions, or if it has been dropped or damaged in any manner.

7. If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.

8. Do not use outdoors.

9. This heater is not intended for use in bathrooms, laundry areas and similar indoor locations. Never locate this appliance where it may fall into a bathtub or other water container.

10. Do not run cord under carpeting. Do not cover cord with throw rugs, runners or the like. Arrange cord away from traffic areas and where it will not be tripped over.

11. To disconnect this appliance, turn controls to the off position, then remove plug from outlet.

12. Connect to properly grounded outlets only. This heater is for use on 120 volts. The cord has a plug as shown at A in Fig.1. Do not use a 2 prong adapters. Never use with an extension cord or relocatable power tap (power strip).

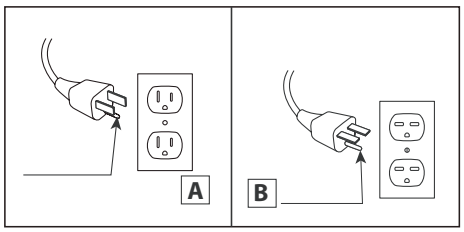
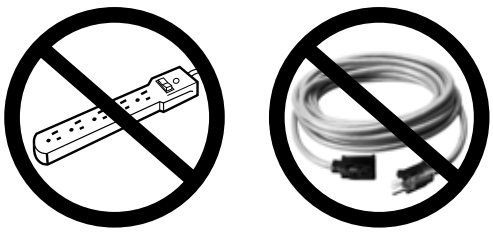


Fig.1



13. This appliance, when installed, must be electrically grounded in accordance with local codes or, in the absence of local codes, with the current CSA C22.1 Canadian Electrical Code or for U.S.A. installations, follow local codes and the National Electrical Code, ANSI/NFPA NO.70.

14. Do not insert or allow foreign objects to enter any ventilation or exhaust opening as this may cause an electric shock or fire, or damage the appliance.

15. To prevent a possible fire, do not block air intakes or exhaust in any manner. Do not use on soft surfaces, like a bed, where opening may become blocked.

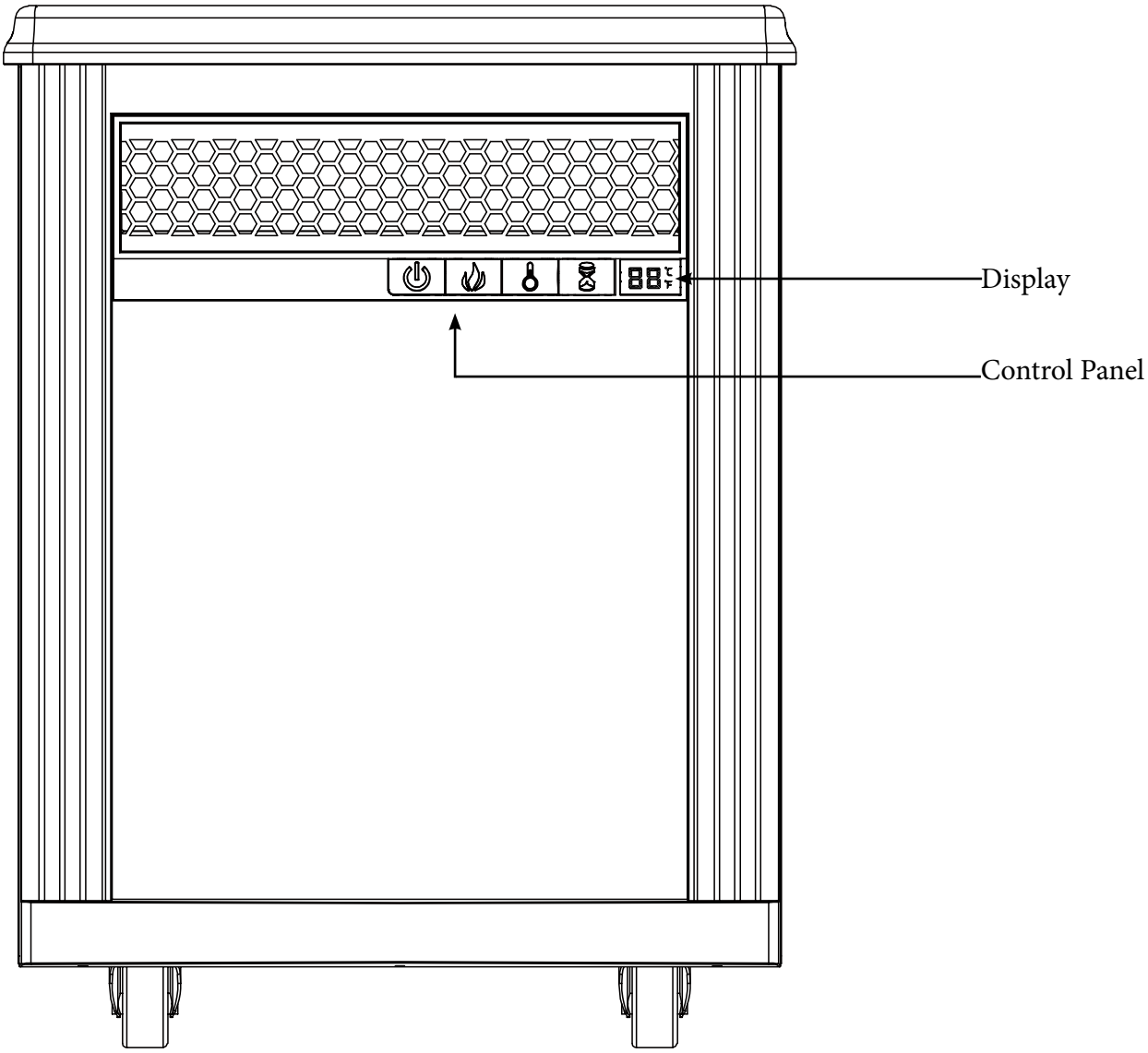
16. This appliance has hot and arcing or sparking parts inside. Do not use it in areas where gasoline, paint or flammable liquids are used or stored. This fireplace should not be used as a drying rack for clothing. Christmas stockings or decorations should not be hung in the area of it.

17. Use this appliance only as described in the manual. Any other use not recommended by the manufacturer may cause fire, electric shock or injury to persons.

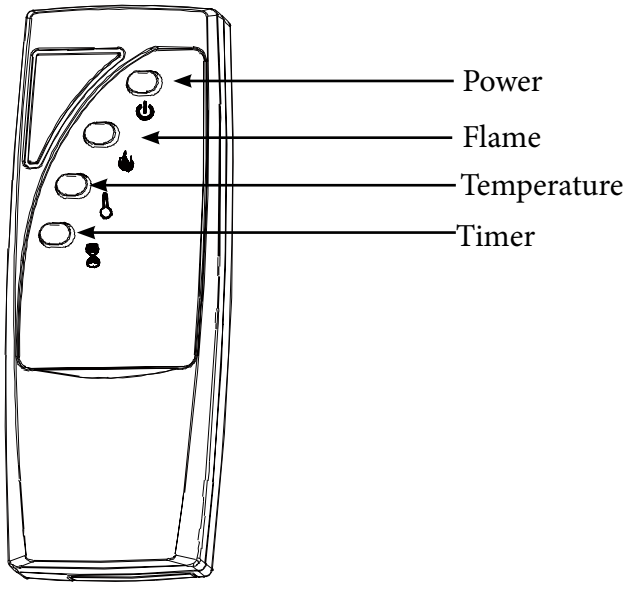
18. CAUTION: Do not sit or stand on the heater; the heater may become unstable.

SAVE THESE INSTRUCTIONS

OPERATION INSTRUCTIONS



The heater can be operated by either the remote control or the control panel.



OPERATION INSTRUCTIONS

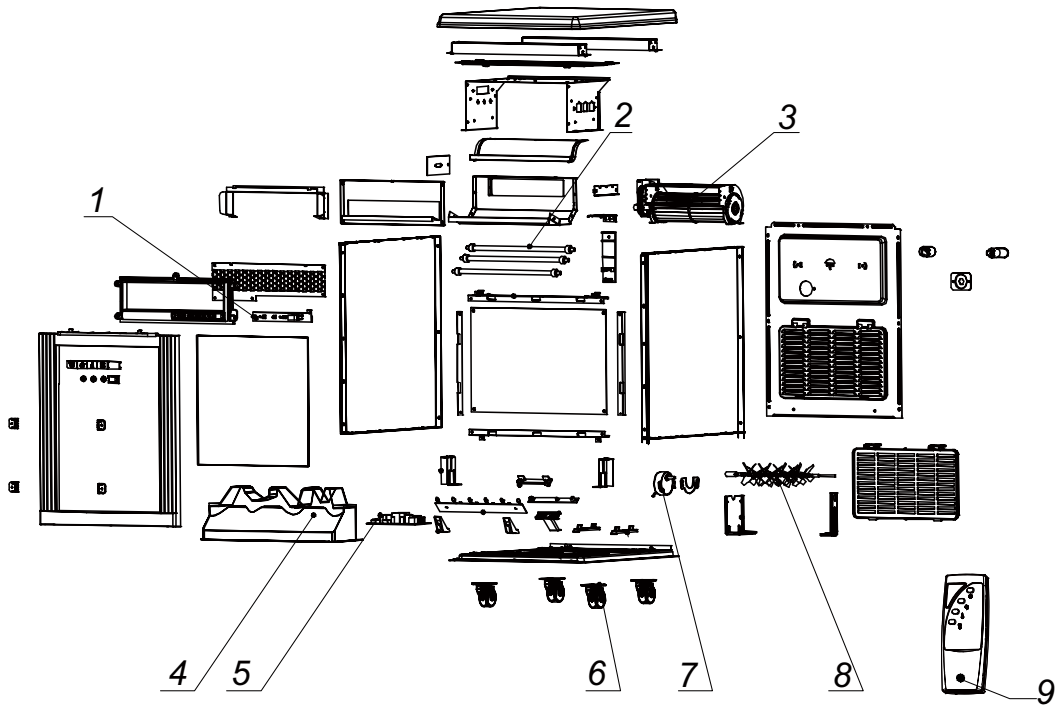
FUNCTION	ICON	DESCRIPTION
POWER		Use the POWER button to turn on or off the unit from the remote or control panel.
FLAME		To adjust the flame brightness press the FLAME button. Once pressed the display will flash the current brightness setting. Press the FLAME button again to adjust the brightness. There are 5 brightness settings, 5 is brightest and 1 is dimmest.
TEMPERATURE		To turn on the heater press the TEMPERATURE button. Once pressed the display will flash the current setting temperature; press the TEMPERATURE button to cycle through the settings. The thermostat setting range is 60°F - 82°F or 16°C - 28°C or always ON.
TIMER		To set the sleep timer press the TIMER button. Once pressed the display will flash the current timer setting length, press the button to set the desired timer. Timer settings are 0H,30,1H, 2H, 3H, 4H, 5H, 6H, 7H, 8H and 9H.

TROUBLESHOOTING

Problem	Root Cause	Corrective Action
Logs glow, but no flame effect.	Flame effect turned off	Press flame button several times.
The heater is taking a long time to reach desired room temperature.	Improper use of unit	Unit is designed to be used as a supplemental heat source in conjunction with a primary heat source.
	Location	Your unit should always be positioned on an inside wall with proper insulation. The heater provides supplemental heating for up to 1000 sq/ft in conjunction with a primary heat source.
	Location	The back and side of the heater should be greater than 6 inches away from objects for proper air intake.
	Use of surge protector/ extension cord.	Plug unit directly into the wall outlet.
Power cord gets warm.	Normal operation	Check your heater cord and plug connections. Faulty wall outlet connections or loose plugs can cause the outlet or plug to overheat. Be sure the plug fits tight in the outlet. Heaters draw more current than small appliances, overheating of the outlet may occur even if it has not occurred with the use of other appliances. During use check frequently to determine if your plug outlet or faceplate is HOT! If so, discontinue use of the heater and have a qualified electrician check and/or replace the faulty outlet(s).
Temperature will not change.	Defective control panel circuit board.	Replace control panel circuit board.
Heater does not turn on but other functions work fine.	Manual reset needed	Turn the POWER to "OFF" and unplug the unit from the wall outlet for 5 minutes. After 5 minutes plug the unit back into wall outlet, and operate as normal. If the problem persist contact customer service.
Unit blows cool or cold air after the heater was runing	cool down cycle.	Normal operation, will continue to run for several minutes before shutting down. Times will vary based on temperatures. During this time cool air will blow.
Buttons do not work.	Defective control panel circuit board.	Replace control panel circuit board.
Display does not illuminate.	Defective control panel circuit board.	Replace control panel circuit board.
How many quartz heating elements are in my unit?	product Inquiry.	3 Infrared Quartz heating elements.
Remote Control is not working.	No batteries or battery power.	Change the remote batteries.
	poor signal	Operate remote transmitter at a slow measured pace. Press the remote control buttons with an even motion and gentle pressure. Repeatedly pressing buttons in rapid succession may cause the transmitter to malfunction.
	Distance	Operate the remote at a distance less than 20 feet from the front of the appliance; point the remote at the control panel.
Temperature button disabled.	The thermal protector has activated.	Turn all switches to the "OFF" position and unplug the unit from the wall outlet for 5 minutes. After 5 minutes, plug the unit back into wall outlet and operate as normal.
	The HEATER function is locked.	If your heater will not blow warm air when you press the remote control button or the button on the control panel of the heater, and there are no beeping sounds or flashes on the display, and the temperature button also has no effect after you press it several times, the heater may be in locked mode. To disable the locked mode, you can press and hold the power button for 10 seconds until you hear the heater beep 2 times, then the heater will be out of Locked mode.

EXPLODED VIEW

Part	Part Name
1	Control panel circuit board
2	Infrared Element
3	Heater/Blower Assembly
4	Emberbed with Log
5	Main Circuit Board
6	Caster
7	Flame Generator Drive Motor
8	Flame Generator/Spinner
9	Remote Control



CARE AND MAINTENANCE

- Clean the trim using a soft cloth, slightly dampened with citrus oil based product and buff with a clean soft cloth.
- DO NOT use brass polish or household cleaners as these products will damage the metal trim. Citrus oil based products can be obtained at supermarkets or hardware stores.
- Periodic cleaning/vacuuming of the filter is recommended.
- WARNING: Electrical outlet wiring must comply with local building codes and other applicable regulations to reduce the risk of fire, electrical shock and injury to persons.
- Warning: Disconnect power before attempting any maintenance or cleaning to reduce the risk of fire, electrical shock or personal injury.

FCC/IC INFORMATION

NOTE: This equipment has been tested and found to comply with the limits for Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

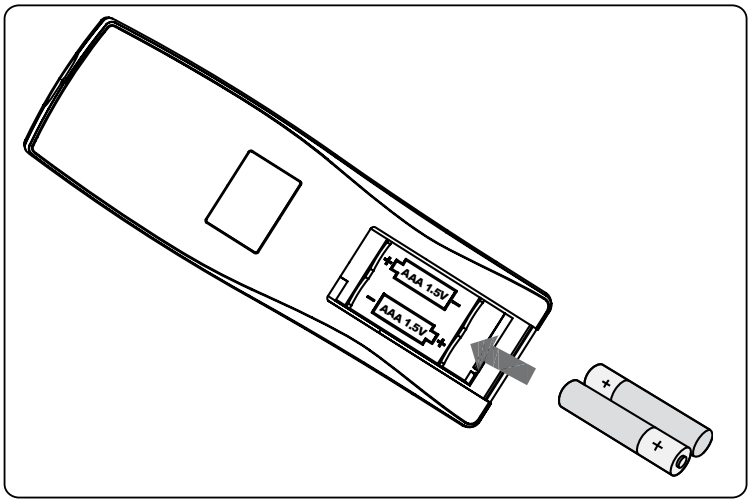
(1) This device may not cause harmful interference, and
(2) this device must accept any interference received, including interference that may cause undesired operation.

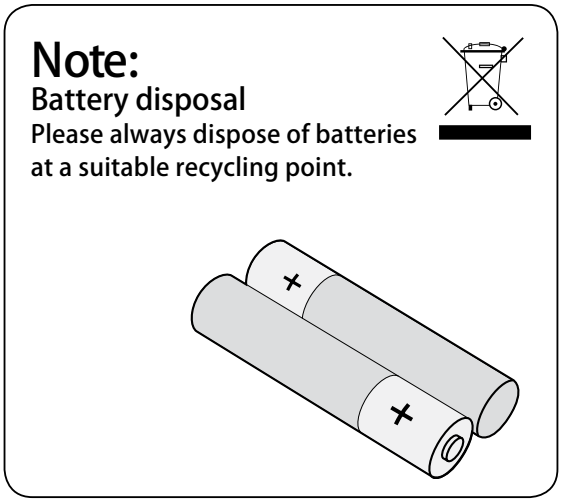
Modifications not approved by the party responsible for compliance could void user's authority to operate the equipment.

This Class B digital apparatus complies with Canadian ICES-003.

BATTERY REPLACEMENT

NOTE: Do not mix old and new batteries.
Do not mix alkaine, standard (carbon zinc), or rechargable (nicad, nimh, etc.) batteries.





1-YEAR LIMITED WARRANTY

The manufacturer warrants that your new Electric Heater is free from manufacturing and material defects for a period of one year from date of puchase, subject to the following conditions and limitations.

1. Install and operate this Electric Appliance in accordance with the installation and operating instructions furnished with the product at all times. Any unauthorized repair, alteration, willful abuse, accident, or misuse of the product shall nullify this warranty.

2. This warranty is non-transferable, and is made to the original owner, provided that the purchase was made through an authorized supplier of the product.

3. The warranty is limited to the repair or replacement of part(s) found to be defective in material or workmanship, provided that such part(s) have been subjected to normal conditions of use and service, after said defect is confirmed by the manufacturer's inspection.

4. The manufacturer may, at its discretion, fully discharge all obligations with respect to this warranty by refunding the wholesale price of the defective part(s).

5. Any installation, labor, construction, transportation, or other related costs/expenses arising from defective part(s), repair, replacement, or othe wise of same, will not be covered by this warranty, nor shall the manufacturer assume responsibility for same.

6. The owner/user assumes all other risks, if any, including the risk of any direct, indirect or consequential loss or damage arising out of the use, or inability to use the product,except as provided by law.

7. All other warranties – expressed or implied –with respect to the product, its components and accessories, or any obligations/liabilities on the part of the manufacturer are hereby expressly excluded.

8. The manufacturer neither assumes, nor authorizes any third party to assume on its behalf, any other liabilities with respect to the sale of the product.

9. The warranties as outlined within this document do not apply to non accessories used in conjunction with the installation of this product.

10. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

This warranty is void if:

a. The Heater is subjected to prolonged periods of dampness or condensation.
b. Any unauthorized alteration, willful abuse, accident, or misuse of the product.
c. You do not have the original receipt of purchase.

CUSTOMER SERVICE

www.tsicustomerservice.com
For Customer Service Call 1-866-661-1218

Questions? Our experts are standing by assist you at our Toll-Free help line, we can help you with assembly, and, if necessary replace damaged/missing parts. Assistance is available 7 days a week/24 hours a day/ 365 days per year.

IMPORTANT:
Before contacting Customer Service please have this information available:

- Serial Number
- Model Number
- Sales Receipt or Proof of Purchase